Following the IT Shared Services study conducted last year by McGladrey LLC, an international consulting firm, the university is acting to address several of the study’s findings.

The implementation phase of this project is titled IT2020 because it represents the university’s “2020 vision” for the future of information technology service delivery.

The McGladrey study revealed a number of opportunities for improvement of information technology service delivery across the institution, including:

- There is a need for institution-level oversight of IT projects, priorities, and expenditures (because overall university IT expenditures exceed industry benchmarks);
- There is significant duplication and redundancy of departmental IT equipment, services, and personnel across the institution;
- The career ladder for campus IT professionals is obstructed by the current organizational structure and proliferation of titles and position descriptions;
- The IT Service Desk needs to be improved and hours extended to 7 by 24;
- There are opportunities for improving IT services governance.

The core strategy behind IT2020 is to move IT service delivery from a “do-it-yourself” model to more of a utility service model, with the establishment of appropriate governance mechanisms.

Supporting this goal will be community development of IT standards, policies, and procedures focused on increasing IT service reliability, responsiveness, security, and cost-effectiveness.

The following actions have been taken to address recommendations from the McGladrey study:

- An IT Strategic Governance Committee has been formed to provide the recommended institution-level oversight, guidance, and policy development;
- An IT Professionals Committee has been formed to develop and implement opportunities for campus-wide IT service improvements;
- A project was launched to enhance the university’s IT Service Desk, including a new, powerful software platform and project engagement with both UCF and college-division IT groups.

You can view committee membership lists, agendas, minutes, and PowerPoint presentations summarizing findings from the McGladrey study at: http://itr.ucf.edu/SharedServices

For questions or comments about IT2020, contact Karen Cobbs at karen.cobbs@ucf.edu or 407-823-0256.

In order to meet the unique needs of a growing population of exclusively online students, UCF is launching an exciting new initiative, branded UCF Online. UCF Online will provide distant students with access to UCF’s 77 fully online degrees and certificates at a reduced cost, and they won’t be required to pay certain campus-based fees.

The UCF Online initiative is a partnership between the Center for Distributed Learning, Regional Campuses, and University Marketing. The first program under the new UCF Online banner to launch is the market-rate online Master of Social Work (MSW). Additional programs launch in January 2016, with a target to enroll the first new UCF Online students in fall 2016.

Students will be able to choose fully online bachelor’s degrees (targeted at transfer students), graduate certificates, market-rate and regular-tuition master’s degrees, and two doctoral programs. In addition to a reduced fee structure, other innovations that will be part of the UCF Online program include:

- a special, reduced non-resident online tuition for undergraduate students outside of Florida;
- planned 2+2+2 online pathways with state college partners; and
- a competency-based degree (two tracks of the Bachelor of Applied Science program).

Building on the very best elements of UCF’s successful distributed learning and DirectConnect to UCF programs, UCF Online is positioned to help provide educational access to place-bound students across the state and beyond.

For more information, visit: http://www.ucf.edu/online
Next Generation Learning Spaces Conference

The 2015 Next Generation Learning Spaces Conference will take place Monday and Tuesday, Oct. 12 and Oct. 13, at the Morgridge International Reading Center. This year’s theme is “Developing a Collaborative — and Scalable — Culture of Learning to Drive Student Success,” and is an immersive event for higher education leaders responsible for their learning space design, technology innovation and active learning initiatives.

UCF leaders will take attendees inside their formal and informal learning spaces dedicated to active learning, student and faculty successes, and partnership and innovation. UCF representatives will discuss campus models for collaborative space and technical design, and offer lessons learned from successful in-house management of construction and installation projects.

This event will bring together senior-level professionals from undergraduate and professional degree-granting institutions, whose day-to-day focus is on reinventing and reimagining student learning, teaching technology, and classroom design. Expected participants include directors of teaching and learning innovation, directors of learning resources, presidents, deans of academic colleges, directors of instructional technology, architects and architectural firms, and faculty members interested in place-based learning innovations.

The topics to be covered are:

- applying the latest research in space-based pedagogies, including simulation, gamification and active learning in fields such as art, archaeology, education, engineering, medicine, physics, and more;
- exploring effective strategies for incorporating blended and flipped learning models;
- promoting student success by creating effective collaboration spaces through data-driven design;
- creating a strategic roadmap to retrofit existing classrooms;
- benchmarking your learning spaces against other institutions; and
- working effectively with internal and external partners.

For more information, visit: www.HigherEdLearningSpaces.com

2015-16 Tech Fee Update

I&T&R conducted Tech Fee proposal-writing workshops on April 30 and Aug. 12. Colleges and departments considering submitting a Tech Fee proposal this year were invited to attend. The workshops covered the AY 2015-16 guidelines and the proposal submission process.

Dates to remember:

- Aug. 3 — Online proposal submission forms go live at: http://itr.ucf.edu/techfee
- Sept. 25 — Academic year 2015-2016 technology fee submission deadline, 5 p.m.

Technology Fee guidelines are available online at:

General Collection Shift in Library

On June 29, the Stacks Unit in the UCF Libraries’ Circulation Services began a shifting project that will involve moving nearly one million volumes over the course of the next several months. This huge undertaking is in preparation for renovation of the fifth floor, which is slated to begin in winter 2015.

In order to make space for the newly improved quiet study space, all books are being moved off the 5th floor. “The decision was made to shift the entire collection to ensure that we have at least three years of room for growth spaced throughout the collection,” said Frank Allen, UCF Libraries Associate Director for Administrative Services.

A team of 10 to 12 student-employees has been hired to work on this special project, and must pay attention to detail so that all books are moved to their correct new locations. The library estimates it will require approximately 6,000 student work hours to complete this move — the equivalent of one person working 40 hours per week for three years. “The work can be hot, tiring and dusty, so we really appreciate all the efforts of our student employees!” Allen says.

If calculations are correct, the last books will be shifted from the fifth to the fourth floor sometime in late fall. The planned renovation of the fifth floor will include a new seating and study area, with new furnishings, carpet and increased electrical outlets.
STARS Coming Soon

STARS (Showcase of Text, Archives, Research & Scholarship), a Technology Fee-funded project, will allow UCF Libraries to use the Digital Commons repository platform to host and promote research, creative activity, and institutional outputs. Expectations are that STARS will:

• ensure persistent access to UCF-originated scholarly works;
• increase discovery of UCF scholarship and creative endeavors;
• foster scholarly collaborations with colleagues;
• document and record UCF’s history and progress;
• discover open access materials and projects created by UCF authors; and
• allow UCF scholars to share their work while retaining copyright.

Beginning in fall 2015, the STARS repository will accept submissions by all faculty, staff, students and affiliates of UCF wishing to share their work with a worldwide audience. Examples of content you may put in STARS includes:
• working papers, conference papers and technical reports;
• faculty-student collaborative projects;
• journals published by the UCF community;
• published articles, book and book chapters, when copyright and/or license allow;
• organizational annual reports, newsletters, founding documents, etc.;
• image collections or audiovisual materials, either primary or supplementary;
• documents from conferences and events;
• projects that include digitized content and/or links to online content; and
• materials created by, for or about UCF.

Do you have an idea for a new project or collection? Let the Library know at: http://bit.ly/1JK2njx

For additional information, comments, questions or suggestions, contact the STARS manager at STARS@ucf.edu or contact your subject librarian.

Space Planning Update

Construction of the Global UCF building is nearing completion, with a target of March 2016. Upon completion, occupants of the Center for Multilingual Multicultural Studies (Building 81) are set to relocate at the semester’s end, providing temporary space for new faculty hires.

The new Trevor Colbourn Hall is estimated to open in summer 2017, with the current occupants in Colbourn Hall relocating to the new facility. Once Colbourn Hall is emptied, its renovation is expected to be completed in summer 2018. The first two floors of the renovated Colbourn Hall will become a Student Services Center with student support functions from SDES, the College of Undergraduate Studies, and Interdisciplinary Studies moving in. The remaining floors will become faculty offices and associated support functions.

The Interdisciplinary Research and Incubator Facility (IRIF) is currently in its design phase. This building will be constructed in two-phases and will help meet the University’s need for additional research laboratory space. To date, the Nanoscience Technology Center, AMPAC, and the Materials Characterization Facility are being considered to move or expand into IRIF. This relocation will potentially open up rental space in the Research Park that can be used to accommodate future space needs.
PC Labs Transition to PaperCut Printing

Starting fall 2015, the PaperCut MF print management system will replace ITC Print Manager for PC lab pay-for-print services. The new print management system will support both traditional and web printing, reducing both licensing and administrative costs. PaperCut MF will also allow departments to utilize the print management features, which will allow them to save money and reduce wasted consumables. The solution, adopted by the university, will allow for full software and hardware integration to provide print, copy, scan and fax controls, and integration with Multifunction Devices (MFD) by using an embedded application.

PaperCut MF is typically used to:
- track and control all print, copy, fax and scan activity on MFDs;
- manage user access rights to devices based on function (e.g., “marketing,” “administration,” and “finance”);
- implement copy quotas, charges and per page costs;
- enhance document security with “Find Me” print release at both MFDs and printers;
- enhance device security with managed access to your MF devices via user ID or building access cards; and
- allow for cash payment of print, copy, scan or fax — for pay-for-print environments.

IT&R Car Wash

Last fall, the IT&R division organized an IT executive car wash raffle to benefit the Heart of Florida United Way. The lucky raffle winner was Beth Nettles, web project manager from the Center for Distributed Learning, who “cashed in” on her prize June 30.

The car wash took place at Facilities and Safety and was attended by our very own chief information officer, Joel Hartman, and his IT executive team members, Thomas Cavanagh, associate vice president; Charles Dziuban, director of the Center for Distributed Learning; and Don Merritt, director of the Office of Instructional Resources.

We would like to thank our executive team and all who participated!

CDL Faculty Publish Book

Conducting Research in Online and Blended Learning Environments examines various perspectives, issues and methods for conducting research in online and blended learning environments. The book provides in-depth examinations of the perspectives and issues that anyone considering research in online or blended learning will find insightful as they plan their own inquiries. Grounded in educational research theory, this is invaluable to both the serious researcher as well as the occasional evaluator.

Conducting Research in Online and Blended Learning Environments provides comprehensive, useful information on research paradigms, methodologies and methods that should be considered in designing and conducting studies in this area. Examples of the most respected research in the field enhance each chapter’s presentation.

Authors include: Charles Dziuban, director of the Research Initiative for Teaching Effectiveness; Anthony Picciano, professor and executive officer of the Ph.D. Program in Urban Education at the Graduate Center of the City University of New York; Charles Graham, professor of instructional psychology and technology at Brigham Young University and current department chair; and Patsy Moskal, associate director for the Research Initiative for Teaching Effectiveness.

The book, which will be out Aug. 12, is available for pre-order on Amazon at: http://tinyurl.com/ol6dv9p